

ATTACHMENT NO. 1
EXHIBIT B
BOAT OPERATION PROCEDURES
CRATER LAKE NATIONAL PARK

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INTRODUCTION

This serves as an attachment to the Operating Plan, Exhibit B, of the CONTRACT. It delineates and specifies in greater detail the operational responsibilities of the Concessioner with regard to those Concession Facilities which are assigned to, or otherwise used by, the Concessioner for the purposes of operating boat tours.

This attachment and its Appendices does not supersede the Operating Plan and in the event of any apparent conflict between the terms of this attachment to the Operating Plan and CONTRACT the terms of the CONTRACT and Exhibit B shall prevail.

The Area boat tours are authorized and presented to provide visitor understanding, appreciation and enjoyment of the Area and the inner caldera ecosystem. The purpose of this attachment is to establish safe and efficient procedures for concession boats operating on the lake. The ultimate goal of the attachment is to provide for maximum human safety and to ensure the environmental integrity of the Area is not degraded by Concessioner boat operations.

The Management Assistant, of the Area is responsible for monitoring compliance with the Boat Operation Procedures. The Concessioner's Boat Operations Manager is responsible for ensuring that the Concessioner meets the standards set forth in this attachment.

1. Boat Inspections and Certification of Boat Pilots

The National Park Service (NPS) will arrange for safety inspections of the Concessioner-owned tour vessels to be conducted annually, prior to the start of boat tours. The Boat Operations Manager will advise the Management Assistant when the boats are ready for inspection. The Concessioner will not be allowed to operate on the lake any vessel carrying passengers for hire which has not received a current Certificate of Inspection by the United States Coast Guard. The Concessioner is responsible for paying the inspection fee for the tour vessels. The boat inspections by the Coast Guard are to be scheduled at least three days prior to the start of the boat tours. The Area is to provide access to Cleetwood at least two weeks prior to the scheduled date of the boat inspections. If weather, snow and trail conditions delay access to Cleetwood, boat inspections can be rescheduled.

The individual (employed by the Concessioner) responsible for the training, examination and certification of boat pilots, must hold the MASTER or LIMITED MASTER license issued by the US Coast Guard. All boat pilots must hold the MASTER or LIMITED MASTER license and satisfactorily pass a written (Appendix C) and practical examination (Appendix B) to qualify for a license. The Boat Operations Manager will keep copies of the pilots' written examinations and certifications on file and maintain a record of boat pilots who are certified. A copy of each pilots' certification (Appendix D) will be sent to the NPS prior to that pilot conducting any boat tour services for the public.

The Boat Operations Manager is responsible for establishing and utilizing a preventive maintenance and inspection system for the tour boats. The system will provide for accomplishment of pre- and post-season maintenance on the tour boats as well as routine tune-ups and routine items such as checking fluid levels and making sure gauges work properly. The Concessioner is required to employ a qualified boat mechanic who is available on site to perform the maintenance on the tour boats.

There will be daily pre-tour inspections (Appendix E) completed for each boat prior to that boat's use for a tour. Life safety and maintenance checklists will be completed for each boat with the responsible boat pilot required to sign off on the checklist. A log of the safety checklists will be maintained on each vessel. The logs will be removed weekly from the vessels for safe keeping and be available for inspection.

2. Safety Operations

The boat pilot is responsible for the safe operation of the tour boat and the safety of its passengers. He/she is designated as the "in charge" person while the boat is under way. Before tour boats leave Cleetwood Cove Dock, the boat pilot will ensure that every passenger is advised of the safety precautions involved with the boat operation. This will include demonstration of proper use and locations of flotation devices. The ranger provided by the Division of Interpretation may assist the boat pilot in demonstrating how to put on the life jacket. See appropriate sections of Appendices G and H - Tour Procedures and General Safety Requirements.

All children 12 and under must wear a Type III life vest while on board the tour vessel. The Concessioner will issue the life vests to children prior to boarding. When demonstrating Personal Floatation Device (PFD) use to passengers, the vessel crew will remind and encourage non-swimmers and elderly passengers of the availability of PFD's should they wish to wear one throughout the tour. Type III life vests will be available for all passengers. The boat pilot and crew member are required to wear a life vest while on board the vessel.

Boats will always be operated in a safe manner. A map locating and describing known lake hazard zones will be aboard all vessels when operating on the lake (Appendix R). Other hazardous conditions do occur, such as floating logs, debris, and other boats. It will be the responsibility of the boat pilot to be alert to these potential hazards. Under normal operations tour boats are required to stay within one mile of shore. Deviation from this requirement is permitted under emergency conditions in order to provide for passenger safety.

The maximum number of passengers aboard a vessel shall not exceed forty-eight. Infants (under one year of age) are not counted as part of the forty-eight passengers. The boat pilot and the NPS Ranger (crew member) on board the vessel are not counted in calculating the maximum number of passengers (48). A trainee boat pilot or ranger may be on board the vessel. Any other employees are to be transported as passengers. In no event will the occupant load of any tour boat exceed 51 persons (not including infants under one year of age). It is imperative that the number of persons on the tour boats not exceed the established limits. Each tour vessel must be provided with life rafts of an aggregate capacity that will accommodate at least 100% of the total number of persons permitted on board the vessel. Additionally, a boarding ramp (i.e. Crew Saver) will be required for each vessel.

Prior to starting boat tours, the Concessioner will conduct an emergency rescue drill, including deployment of the life-raft.

Radio communication will be maintained at all times by the boat pilot on the Concessioner frequency between boats on the lake, the Cleetwood Cove Dock, ticket sales office, and a concession's unit at Rim Village. A backup tour boat with a qualified pilot and crew member is required to be operational and standing by at all times when passenger tours are conducted on the lake. Backup pilot must keep in radio communication with all boats and be available onsite at Cleetwood Cove, Wizard Island and points in between.

Any accident involving the boats or passengers will be immediately reported by the boat pilot, dock master or Boat Operations Manager to the Management Assistant and the US Coast Guard. Only advising the ranger aboard the vessel is not adequate. A written report must be submitted within 24 hours of the accident/incident occurrence, using US Coast Guard Form CG-2692 (Report of Marine Accident, Injury or Death) (Appendix M).

Boat pilots are responsible for the safety of tour boat passengers, and boat pilots have authority to discontinue tours during inclement weather. The decision to discontinue a boat tour is a judgement call, and this decision must be made by the boat pilots or by the dock master for tours which have not yet departed Cleetwood. Crew members (park rangers) share responsibility for safety of tour boat passengers, and boat pilots will consult with crew members regarding weather conditions and the decision to discontinue a boat tour. If the park ranger (crew member) disagrees with a boat pilot/dock master decision to continue a boat tour in inclement weather, it is his/her responsibility to contact the Chief Ranger or Management Assistant. Both the Chief Ranger and the Management Assistant hold the authority to override such a decision and cancel boat tours. The Concessioner will submit a written report to the Management Assistant within 24 hours for any boat tour that is disrupted because of an unsafe condition.

The Boat Operations Manager or the Assistant Boat Operations Manager must be on duty in the park and in charge of the boat operation on all days when boat tours are offered to the public. The Boat Operations Manager is responsible for obtaining a weather forecast in the morning and for obtaining additional weather forecasts throughout the day as needed. Weather forecasts are available from the Area Communications Center. Boat pilots and/or crew members (park rangers) may also obtain weather forecasts directly from the Area Communications Center to assist in making decisions about boat tours.

When boat tours are canceled, the Boat Operations Manager will notify the ticket office at Cleetwood parking area. The Boat Operations Manager will also notify the Concessioner main office and the boat ranger on duty at Cleetwood. The ranger will notify the Area Communications Center, which in turn will notify visitor centers and entrance stations.

The Concessioner will perform regular maintenance and safety inspections on the trail tractor. The trail tractor will be used for the purpose of hauling supplies and equipment. It will not be used for transportation of people. The Concessioner will train personnel in tractor operation. The number of tractor trips on Cleetwood Trail will be kept to a minimum.

The Boat Operations Safety Committee will be maintained for the purpose of ensuring that issues affecting the safety of boat tour operations are promptly addressed. The following individuals will serve as members on this committee:

Management Assistant, Chairman
Assistant Chief of Interpretation, Secretary
Seasonal Park Ranger (Crew Member) to be appointed by the Area Chief of Interpretation.
Concession Chief of Maintenance/Safety Officer
Concession Boat Operations Manager
Concession Seasonal Boat Pilot to be appointed by Concession General Manager
NPS Safety Officer

The Committee will meet bi-weekly during the summer season. The Chairman will set a meeting date after consultation with the members of the committee.

3. Fueling and Environmental Safeguards

The pristine character of the lake cannot be jeopardized in any way. The possibility of petroleum leakage or spills into the lake or on the shore is of serious concern. Boats will be kept in such mechanical working order that they will not leak petroleum products into the lake. If any boat is found to be leaking petroleum products into the lake, absorbent booms will be deployed while the source of the leak is examined.

As a measure to avoid any potential petroleum leakage into the boats and potentially into the lake, oil pans will be installed under the engine and transmission of all boats. These pans will be cleaned out regularly. A bilge pump will be used to pump out any bilge water, but only after any petroleum product is first cleaned using absorbent pads (designed to absorb petroleum products only). These pads will be inspected daily and replaced regularly as needed. All oil, pads and waste products (not including the bilge water) will then be placed into closed plastic hazard waste containers and removed at the end of each day. All used materials from boat winterization (antifreeze, oils, etc.) will likewise be placed into closed plastic hazard waste containers and removed at the

end of each day. All waste will be disposed of in an Environmental Protection Agency (EPA) approved manner at an approved location outside the park, and all recyclable products (antifreeze, petroleum products, etc.) will be recycled.

Great care will be taken by employees while refueling any boats (Appendix N). In the event of a fuel spill from the fueling station, absorbent booms can be used for containment and absorption of spills. Sausage-shaped booms can be lined together with built-in connectors to cover large areas. The Concessioner is required to keep readily available (stored in a box at Cleetwood dock) a sufficient quantity of absorbent booms and pads to contain and clean up any potential spills.

The Concessioner will maintain the fuel tanks, storage areas and fuel line from the Rim to Cleetwood Cove to ensure the integrity of the line. There is potential for accidental spills and the Concessioner will clean up any fuel spills associated with Concessioner operations to ODEQ and/or EPA standards and pay all associated costs. The Concessioner will report any spills to the Chief Ranger and other regulating authorities as required by ODEQ and EPA. The Concessioner will designate an individual responsible for coordinating a clean up and maintain a cadre of employees who are properly trained to assess a spill and, if appropriate, initiate cleanup. Gasoline safety warning signs will be placed as needed. The Boat Operations Manager is responsible for reporting any leaks to the Chief of Maintenance or Management Assistant and taking immediate action to repair the leaks and contain and clean the spill.

4. Ticket/Retail Sales

The location of the ticket sales office is at the parking area adjacent to Cleetwood Trailhead. The ticket sales office will occupy the area between the sidewalk and roadway on the west side of the parking area.

Passengers will purchase tickets for the boat tour before hiking down Cleetwood Trail. Tickets will be available for sale at the Cleetwood Cove dock on a space available basis only. There will be a conspicuous sign placed at the trailhead with the message:

BOAT TICKETS SOLD ONLY IN PARKING AREA

Ticket sales will normally be for seats on the next available boat tour. Ticket sales will cease for a particular boat tour 40 minutes prior to the scheduled departure time of that tour. This will allow adequate time for passengers to descend the trail and make a restroom stop before embarking on the tour boat. There will be a prominent sign outside the ticket sales office with scheduled boat tour departure times and cut off time for ticket sales (40 minutes prior to departure). Rates for boat tours will also be posted.

Advance reservations will be accepted for one-half of the available seats on each boat tour; visitors may make advance reservations up to and through the day prior to the day of the boat tours. Ticket sales for the remaining seats will be handled as prescribed above. The Concessioner will submit a boat tour reservation plan to the Superintendent for approval.

Authorized retail sales will take place at the main ticket sales office and Cleetwood Cove dock. Retail sales at the main ticket office are limited to the items authorized in Appendix O and at the Cleetwood Cove dock to the items authorized in Appendix P.

Concession personnel will encourage customers to use conspicuously placed trash containers for throwing away refuse generated by retail sales. The Concessioner is responsible for trash and litter pick up around the Cleetwood Parking Lot, along the Cleetwood Cove Trail and around the Cleetwood Cove Dock and restroom facilities.

5. Wizard Island

Wizard Island is a fragile area. All concession boat tour personnel have special responsibilities in helping to maintain the pristine nature of Wizard Island. The Concessioner's responsibility is especially critical due to their equipment and building inventory on the island. Concession employees will ensure that the boathouses and other work areas are maintained in a clean and neat appearing manner at all times with all trash and surplus material cleared from the area of the boathouses. The Concessioner must maintain at least five fire extinguishers at the main boathouse, store all flammable liquids in approved flammable storage cabinets, and provide approved waste containers for oily rags. The boathouses are to be painted brown. No exterior painting or surface preparation of boats will be done while the boats are in the water or during weather conditions that would preclude capture and removal of waste (e.g. windy conditions). All paint scrapings will be collected on tarps as the paint is scraped off. Paint scrapings and other waste from boat maintenance activities will be collected and

disposed of outside the park in an approved facility in compliance with State of Oregon and Federal laws.

A visit to Wizard Island is a special and unique experience available only to park visitors taking the boat tour on the lake. To ensure the quality of this experience and to account for passengers who disembark at Wizard Island, the Concessioner will be responsible for developing and maintaining an accurate record of all individuals transported to and from Wizard Island. All visitors desiring to visit the Island must have a pass. When the boat docks at Wizard Island, only those passengers with a pass will be allowed to disembark. The passes will be written out in advance with the tour number and ticket number for each person getting off the Island. The boat pilots at the Wizard Island dock will distribute the Wizard Island transfers. The second part of the pass will be returned to the Cleetwood Cove Dock for reconciliation and to keep track of the people on the Island. Each pilot will maintain a passenger log for each tour boat operated (Appendix F). The boat will be able to get in and out of the dock in less than 10 minutes because the only time spent will be in handing each disembarking passenger passes as they get off the boat.

The dock master will maintain a record at the Cleetwood Cove Dock showing all passengers getting off and on the boat at the Island. In addition to the pass system, a grease board and master log will be maintained by the dock master (Appendix Q). On the board will be the following headings: 1) Tour Time, 2) Pilot, 3) Interpreter, 4) Vessel, 5) Cleetwood On, 6) Wizard Off, 7) Wizard On, 8) Cleetwood Off. Throughout the day the numbers will be double-checked to keep accurate counts. No Wizard Island passes will be issued for boat tours departing Cleetwood Cove at 3:00 pm or later each day. Those boats without any passengers to drop off or pick up at Wizard Island are not required to dock at the island.

Passengers will be allowed to return from Wizard Island to Cleetwood Cove Dock on subsequent boat tours on a space available basis. Priority for embarking on the tour boat will be determined by the lowest number on the pass. If there are not enough seats on the last scheduled boat tour to pick up passengers from Wizard Island, there will be a subsequent Island Run for the purpose of picking up any passengers remaining on the Island. If seats are available, tickets may be sold for the island run. The Wizard Island run will be a complete tour.

The count at the end of each day should indicate that no one is left on the Island. If the head count after the last boat of the day indicates that there may be people still on the Island, the Concessioner is responsible for picking up the stranded visitors. Visitors will

be notified of the departure time of the last boat, the regulation prohibiting camping on Wizard Island, and that they may be charged \$100 for a special pick-up. The Chief Ranger will be notified immediately if, at the end of the day, any visitors are not accounted for. The Chief Ranger will determine what action will be taken to locate the people. If transport is needed to Wizard Island, the Concessioner will provide a boat for this purpose.

6. Docks

The Concessioner is responsible for all maintenance of the docks and gangplanks at Cleetwood and Wizard Island and for ensuring that the docks and gangplanks are safe for use by tour boat passengers and other visitors. Concessioner is responsible for prompt repair of broken or worn planks, brackets, supports, handrails, cleats, bumpers and all systems needed to secure docks in place.

Visitors will not be allowed on the Wizard Island docks while a boat is docking. Boats will not dock when visitors are on the dock.

Concession employees at the Cleetwood dock will advise visitors of the designated waiting location for boat trips. Visitors will be kept clear of the dock area while vessels are embarking or disembarking passengers. Visitors may be on the dock if there are no boats docking or using the dock.

7. Interpretive Operation

Prior to initiating summer boat tours, the Concessioner Boat Operations Manager and the NPS Assistant Chief Interpreter will schedule a training/orientation session for rangers (crew members) and boat pilots. This training session shall include teaching the rangers how to control the boat in an emergency situation, i.e. in the event that a concession boat pilot becomes disabled. Other agenda items will include routine and emergency procedures, communication methods, roles and responsibilities, passenger overboard drills and interpretive training. Also included will be presentations by both the Superintendent and Concessioner General Manager on the relationship between the organizations and the shared goals and values with particular emphasis on safety and visitor service. The training will consist of classroom instruction and a practical "hands on" session with the boats on the lake. Park Rangers and Boat Pilots who have not completed the training session may not serve as boat crew members.

At Cleetwood Cove and Wizard Island, the Concessioner will provide signs to advise visitors of safety directions, procedures for disembarking at Wizard Island, and a map showing the lake boat route. The boat tour route on the map should be general in nature. Sign text and design are subject to NPS approval.

Tour boat schedules are listed in the Operations Plan. Boat tours are to depart Cleetwood Cove Dock on schedule; however, the boat pilot may delay departure to accommodate late arriving passengers. The boat pilot may delay the boat up to 5 minutes, but no longer. The tour route is counter clockwise around the Lake. The NPS ranger will determine the stops to be made along the tour route within the time period of the boat tour.

There will be no boat tours of the lake conducted without both a boat pilot and a NPS ranger on board. For all special tours outside the regular schedule, the Concessioner will provide the Chief of Interpretation with eight days' advance notice.

The boat pilot will be in charge of the boat. He/she will, however, be responsive to the needs of the interpretive program given by the ranger aboard. If problems arise out of this relationship, the Boat Operations Manager will work with the Assistant Chief of Interpretation to ensure a continued high standard of cooperation. If there are serious misunderstandings concerning the rangers and boat pilots, the Management Assistant will work directly with the General Manager of Concessioner to remedy the situation.

To promote a cooperative relationship and increase interaction between the Concessioner boat pilots and the Area interpretive employees, there will be at least two team building and social activities each session. The Area Assistant Chief of Interpretation will be responsible for arranging one of the activities; the Concession Boat Operations Manager will be responsible for arranging the other activity.

The Assistant Chief of Interpretation and the Boat Operations Manager will establish an annual peer review process for the boat tour operation. The system will include participation by both Concessioner boat pilots and NPS interpretive employees. The purpose and objective of the peer review process is to review the total operation from a safety and visitor services perspective and make recommendations to peers and management for this year and next year improvements.

8. General

Appearance of NPS and concession employees will be such that passengers are able to recognize them for who they are. This would be especially critical in an emergency situation. The boat pilot should be recognizable as the person in charge of his/her boat. The Concessioner will have a standard uniform for all boat pilots. The approved uniform is:

Khaki twill wide brimmed hat
Khaki shirt with navy blue epaulets
Navy blue trousers or shorts with khaki belt and gold buckle
Navy blue jacket with navy blue epaulets

Boats are not to be used for personal business. Misuse of boats may be cause for dismissal. Tour boats will not be used to pick up stranded hikers along the lakeshore. The Chief Ranger will be notified of any hikers within the caldera (see Appendix K).

All employees will be well trained for their assignments and especially well trained in handling safety and emergency situations. Employees will conduct themselves in a professional manner. Before working on the lake, all employees will read, understand and be tested on this plan.

9. Concessioner's Land Assignments

The land areas assigned to the Concessioner for the purpose of conducting operations related to the implementation of this plan are identified on the land assignment maps included as part of Exhibit D of the concession contract.

1. Cleetwood Parking Area
2. Cleetwood Cove Dock Area, including fuel tanks, fuel line, and fuel dispensing facility
3. Wizard Island Dock and Boathouse Areas

The Concessioner is responsible for trash and litter pickup and removal within assigned areas. Additionally, the Concessioner is responsible for trash and litter pickup and removal on the Cleetwood Trail and within 5 feet of the trail. All trash and equipment that is no longer being used will be promptly removed from Cleetwood and Wizard Island.

The Concessioner may have a temporary removable building for shelter, equipment storage and limited ticket and retail sales located adjacent to the dock at Cleetwood Cove. The building is to be removed at the end of each operating season and property stored and set up again at the beginning of the next season.

10. Term of Attachment

THE BOAT OPERATION PROCEDURES will be reviewed and revised in accordance with the Operating Plan.

NATIONAL PARK SERVICE

Superintendent
Crater Lake National Park

Date

APPENDIX A

REQUIREMENTS FOR LIMITED OPERATOR'S PERMIT for Boats Operating Fixed Routes on Non Navigable Waters of Crater Lake

1. Boat Pilot Training Requirements: All boat pilots must have completed the following training in order to be certified to operate tour vessels on the lake carrying passengers for hire AND must hold a current MASTER or LIMITED MASTER license issued by the US Coast Guard.
 - a. Complete 24 hour classroom training session on boat operations and pass written examination, reviewed by the US Coast Guard.
 - b. Complete 40 hour intensive practical training program on Crater Lake on the operation of the tour boats and demonstrate, by passing practical examinations, the skills and knowledge needed to operate tour vessels safely on. The content of the practical examination shall be reviewed by the US Coast Guard.
 - c. The individual responsible for the training, examination, and certification of boat pilots must hold the MASTER or LIMITED MASTER license issued by the US Coast Guard.
2. NPS Park Ranger Qualifications and Experience
 - a. Must have attained the age of 18 years and possess a valid state driver's license.
 - b. Must possess, as a minimum, current Standard First Aid and CPR certification from the Red Cross or other provider approved by the US Coast Guard.
 - c. Must pass an approved drug test (Department of Transportation 5 panel test) before entering on duty.
 - d. Must show proof of US citizenship.

3. NPS Park Ranger (Crew-Member) Training Requirements. All crew members must have completed the following training in order to be certified to serve as crew members on tour vessels on the lake carrying passengers for hire.
 - a. Complete 8 hour combined classroom and practical training session on the lake covering the duties of crew-members. Training session will include instruction on the operation of the boat, passenger overboard drill, communication methods and emergency procedures.
 - b. The individual responsible for the training and certification of the crew-members required in 3.a. must hold the MASTER or LIMITED MASTER license issued by the US Coast Guard.

APPENDIX B

LIMITED OPERATOR'S PERMIT STANDARDS OF COMPETENCY - PRACTICAL EXAMINATION Engineering and Seamanship

1. Make and describe use of at least five seaman's knots, hitches, or bends including proper cleat-down.
2. Demonstrate care, cleaning, stowing, and wearing of required life preservers. Identify location and need for child and infant size life preservers.
3. Explain in detail procedures for getting underway including use of checklist in routine check of:
 - a. Cooling system
 - b. Engine oil
 - c. Fuel
 - d. Gear oil
 - e. Shaft bearings
4. Know and use proper ventilation procedures.
5. Proper starting and warm-up procedure and electrical switch settings.
6. Engine in operation checks: fuel supply, temperatures, pressures, normal gauge readings.
7. Trouble shooting for failure to start or bad gauge readings.
8. Proper engine shut-down and securing of vessel and systems.
9. Demonstrate and explain use of all fire fighting and emergency apparatus.
10. Explain the three classes of fire and how to combat them.
11. Demonstrate knowledge of boat capacity and safe boarding and disembarking procedures.

12. Demonstrate knowledge of safety inspection requirements and safe dock policies.
13. Demonstrate ability to operate fixed and/or portable denaturing pumps.
14. Demonstrate the ability to use crew savers.
15. Demonstrate the ability to use emergency steering.

Underway Operation

1. Approach and depart from dock:
 - a. Wind on the dock
 - b. Wind off the dock
 - c. Wind along the dock
2. Demonstrate proper use of spring lines to assist in approaching and departing from dock.
3. Demonstrate approaches to assist other craft:
 - a. Wind and object on port side
 - b. Wind and object on starboard side
 - c. Wind on port side, object on starboard
 - d. Wind on starboard, object on port side
4. Demonstrate safe towing procedures and explain hazards involved in towing:
 - a. Astern
 - b. Alongside
 - c. Awash
5. Explain securing for heavy weather operations.
6. Discuss basic Rules of the Road, as applicable on the lake.
7. Identify landmarks, safe routes, and hazards along and adjacent to tour route.
8. Discuss aids to navigation as appropriate, including emergency sound/visual signals in the event of a possible radio communications failure.

9. Demonstrate techniques for operations in restricted visibility:
 - a. Night
 - b. Fog
 - c. Snow or dust

10. Demonstrate proper procedures for rescuing overboard victim from water:
 - a. Proper procedure for throwing line or other flotation device
 - b. Maneuvering boat to retrieve accident victim
 - c. Retrieving overboard victim into the boat using vessel's inflatable retrieval system.

APPENDIX C

STANDARDS OF COMPETENCY - WRITTEN EXAMINATION

The applicant for a Limited Operator's permit shall satisfactorily demonstrate a knowledge level, which at a minimum, includes:

1. Experience/Ability
 - a. US Coast Guard regulations for safety equipment, carriage requirements, rules of the road as they pertain to type of boat employed, area of operation, and other boats normally encountered.
 - b. Boat operating equipment, capabilities and limitations and unique handling characteristics.
2. Safety Knowledge/Emergency Procedures
 - a. General rules of safety provided to the passenger prior to embarking on a tour.
 - b. Operator emergency procedures for person overboard, grounding, fire, or any other waterborne situations.
 - c. Location of local communication points, and procedures for lake communication system.
 - d. Safety procedures and precautions for refueling boats.
 - e. Operator emergency procedures for fire at fueling station or fuel spills.
3. The written examination will be reviewed by the US Coast Guard and consist of a minimum of 40 questions. The minimum pass will be 70%.

APPENDIX D

CRATER LAKE NATIONAL PARK
Limited Operator's Permit
for Boats Operating Fixed Routes
on Non Navigable Waters of Crater Lake National Park

CERTIFICATION

I, the undersigned, herewith certify that _____
(name of applicant)
accompanied me for the purpose of familiarization as below indicated.

Date written examination taken and passed _____ Score _____

Date practical examination taken and passed _____ Score _____

<u>Body of Water</u>	<u>Type of Boat</u>	<u>Date</u>	<u>Certified by</u>
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The applicant is competent and can be entrusted with the duties and responsibilities required of a person permitted to carry passengers for hire on the waters of the Area.

Certified by:_____ Title_____

Address:_____

Certification expires:_____

Note: The Limited Operator's Permit is normally valid for two years. Boat pilots returning for a second season must complete refresher training prior to operating a tour vessel carrying passengers for hire on the lake.

APPENDIX E

BOAT OPERATORS PRE-TOUR INSPECTION

At Mooring Buoy:

1. Check bilge for oil or gasoline contamination before starting exhaust fans. Any petroleum contamination must be cleaned up and the source of contamination identified and corrected prior to starting engine.
2. Start exhaust fans, operate 5 minutes before starting engine or turning on any other electrical device.
3. Check oil and water levels in the engine.
4. Inspect belts and water hose.
5. Test/operate bilge pumps-must have diapers in place to clean bilge. Do not operate bilge pump if bilge water is visibly contaminated with hydrocarbons.
6. Place transmission in neutral.
7. Start engine (allow engine to idle for 5 minutes).
8. Check/log gauge readings.
9. Walk to rear of boat and visually check for coolant water at the exhaust ports. Change if necessary. Dispose of used coolant water in accordance with State of Oregon and Federal regulations.
10. Test radio system.
11. Cast off mooring line and move to dock.

At Cleetwood Dock:

1. Check engine compartment for coolant and other leaks
2. Stop engine (reinspect for leaks).
3. Check fire extinguishers. (read gauges)
4. Count PFD's. (log count)
5. Check PA system and microphones.
6. Check operation of lights.
7. Check for emergency equipment (including first aid kit).
8. Clean and inspect boat interior.
9. Inspect absorbents in bilge.
10. Log hour meter reading.
11. Check log for fueling status.
12. Complete inspection list on daily log.
13. Report any uncorrected deficiencies.

Check Log: The pilot is responsible for all required mechanical and safety equipment on his/her tour boat. Before allowing any passengers to board, the pilot must determine that all safety and mechanical checks are complete by examining the daily log. A visual inspection is to be made in the event that there is a doubt about any item listed. If the log is unavailable or the check list is incomplete, the passengers are not to be allowed to board until the inspection is complete.

APPENDIX F

APPENDIX G

TOUR PROCEDURES

Before leaving dock with a tour, the boat pilot will introduce himself/herself and the park ranger, and explain to passengers the safety factor of staying seated while boat is in operation.

Before boat is underway, the boat pilot will explain use of life jackets which must be provided for each adult, child, and infant aboard (this is mandatory). The ranger will assist the boat pilot in demonstrating how to put on the life jacket. The boat engine must be idling in order for passengers to hear the safety presentation.

Only the boat pilot is allowed to operate the boat, which must be done in a professional manner. No sitting on bulwarks. Be alert to passengers' comfort and safety! Be pleasant and courteous to passengers at all times.

After trip, pick up trash, stow any gear not in use and check for any items that may be left by passengers. Tag all "lost and found" items with name of boat, date and time, and turn over to the dock master to be taken to the Concessioner office.

Each boat is to be swabbed down after each day of running. No soap is to be used, since this enters bilge. Dump all waste water, trash, etc. in designated containers. Fuel boat at end of day.

All boat pilots will wear the specified uniform while on duty. No bathing suits will be permitted.

**SAFETY MESSAGE TO BE DELIVERED
AT START OF BOAT TOUR BY BOAT PILOT
DURING TIMES OF INCLEMENT WEATHER**

Weather conditions today are cooler than normal, and passengers on the lake are liable to get a little wet from the waves. The tour boat will be out on the lake for one hour and 45 minutes. Be sure to wear your warm clothing and let the crew know if you feel too cold and wet.

APPENDIX H

GENERAL SAFETY REQUIREMENTS

When operating a tour boat, the pilot will stay off shore a minimum of 150 feet. It is the pilot's responsibility to steer clear of rocks and other obstructions.

When maneuvering around Phantom Ship, except for passing between Phantom Ship and shore, the pilot will maintain a 50 foot clearance.

The pilot is never to shut off the boat engine while operating a boat tour, except in an emergency.

While passing through Skell Channel an engine speed of 2,000 RPM is to be maintained for good maneuverability.

Operating a boat under the above conditions will give each boat pilot a safety margin. Remember that each boat pilot is responsible for the safety and comfort of their passengers, and must operate their tour boat in a professional and courteous manner.

Each boat is required to maintain a first aid kit as part of standard safety equipment. The contents and supplies in this kit shall be inspected daily and replaced as needed. Included will be at least one rescue blanket for use in cold water emergencies.

When SCUBA divers are in the water, boats should stay at least 100 yards from the dive unless cleared by the dive monitor. (See 36 CFR 3.6) The NPS will notify the Boat Manager when a dive permit has been issued. Dives will not be permitted on the route of the boat tour when tour boats are operating.

APPENDIX I

BOAT PILOTS - MAN OVERBOARD PROCEDURES

1. Immediately swing the stern away from victim.
2. Throw motor into neutral.
3. Keep the victim in sight at all times.
4. Throw out the life ring to the victim.
5. Return as quickly as possible and approach from down wind with the pilot's side alongside the victim.
6. If the first attempt to retrieve the person overboard fails, the boat pilot will notify the dockmaster at Cleetwood Cove by radio. The dockmaster will send the backup tour boat to assist.
7. Pull the victim to the middle of the boat "amidship".
8. Stay at the controls - the ranger or deck hand aboard will assist the victim in getting aboard using the approved retrieval equipment.
9. For the ranger or deck hand: make sure to anchor yourself firmly before helping victim aboard. Keep victim warm and stable and treat for hypothermia.
10. The boat pilot may not leave the boat.
11. Return the victim to the dock at Cleetwood Cove.

APPENDIX J

BOAT PILOTS - FIRE ON BOARD PROCEDURE

If you suspect a fire:

1. Immediately shut down the engine and all electrical switches. Shut off fuel.
2. Immediately have passengers and crew put on life vests.
3. Have ranger advise NPS by radio about the problem and request help.
4. Take small extinguisher to the location where the fire is suspected. If the fire is small and on deck, then extinguish immediately with the small extinguisher.
5. If a fire does exist in the engine compartment, go forward and pull the ring in the front of the boat to activate the large CO2 extinguisher. DO NOT OPEN THE ENGINE COMPARTMENT OR THE FORWARD COMPARTMENT.
6. Do not restart engine. Have the vessel towed to dock.

APPENDIX K

RESCUE PROCEDURES For Stranded Hikers in Caldera

Responsibilities:

The Chief Ranger has overall responsibility for search and rescue (SAR).

General Guidelines:

Each situation is unique and requires judgement in the application of general guidelines and principles. The following are provided as a guide.

1. Trained and experienced NPS personnel, boats and equipment are the primary resource and first choice for search and rescue operations in the caldera and on the lake.
2. Concession boat pilots' primary responsibility is the safety of their passengers. Attempting to land on the lake's shore line is hazardous, requiring specialized training and equipment. Attempting to land on shore would jeopardize passenger safety. Thus boat pilots are not to take a boat ashore and attempt a rescue.

It is appropriate for a tour boat to delay a tour while idling off shore to attempt to ascertain the nature of a problem, provide communication, etc. This must be done in a clearly safe manner considering water and wind conditions, shore line configurations, and boat pilot expertise.

3. Second choice would be to utilize a concession boat (with no passengers aboard) and pilot for transportation with park personnel conducting the rescue effort.
4. Third choice is to have the rescue conducted by a concession boat and personnel (with no passengers aboard).

Additional Comments:

- A backup boat may be needed to function as the communication center.
- Do not, under any circumstances, have people enter the water and attempt to swim to a rescue boat.

APPENDIX L

EMERGENCY PROCEDURE DRILLS

VESSEL NAME _____

DRILL PERFORMED:

Persons Overboard _____

Fire on Board _____

Manual Fire Pump _____

Emergency Broadcast _____

Pilot Incapacitation/Relief Pilot _____

Hypothermia _____

Cold Water Rescue _____

Emergency Steering _____

Crew Saver _____

Miscellaneous _____

DATE PERFORMED: _____

BOAT PILOTS/INTERPRETERS INVOLVED:

APPENDIX M

APPENDIX N

STANDARD OPERATING PROCEDURES FUEL TRANSFER SYSTEM CLEETWOOD COVE

INSPECTIONS

1. At the beginning of each season a visual inspection of all components of the fuel transfer system should be made to ensure there was no damage to the system during the winter months. A qualified and licensed contractor will conduct an air pressure test of the fuel line each year to test for leaks prior to the first fuel transfer of the season. The system must hold at least 10 p.s.i. for two hours.
2. Inspect sumps (all 11) monthly to look for any leaks.
3. Inventory the 5,000 gallon tank (UST) daily and keep inventory record.
4. Inspect all components each time fuel is transferred and immediately repair any leaks.

FUEL TRANSFER PROCEDURES

1. Start generator and make sure that the circuit breakers are on (generator should be placed outside during operation).
2. Reset meter to zero.
3. Record meter totalizer reading.
4. Close drain valve on the bottom of the surge tank.
5. Turn on pump and open valve to begin filling the surge tank, (the red light will indicate that the pump is operating), continue pumping until the desired amount of fuel (200 gal. Max.) has been transferred. **NOTE: The meter must not be left unattended during fuel pumping operations.**
6. Turn off the pump and record the totalizer reading on the meter.

7. Turn off the generator.
8. Manually stick the tank to verify the amount to be transferred.
9. Transferring fuel from the surge tank to the lakeside tank will require one person at each location with radio communications. **Note: The lower tank must always contain 50 gallons or less fuel before transferring can begin.** Once it has been confirmed that the lakeside tank contains 50 gallons or less fuel by manually sticking the tank, open the valve at the bottom of the surge tank and on top of the lakeside tank to begin transfer.
10. Confirm the arrival of the fuel at the lakeside tank. It will take approximately 10 to 15 minutes for fuel to arrive at the lower tank. **Note: Transfer speed is approximately 4 gallons per minute. If fuel does not arrive at the lower tank within 15 minutes there may be a leak. Close the valve on the upper tank immediately and perform an inspection of the system.**
11. After all fuel has been received, close the upper and lower valves. **NOTE: To prevent air locking, leave the valve open on the surge tank until all fuel is received at the lower tank.**
12. Record and verify fuel transfer.
13. Secure the surge and lakeside tank.

APPENDIX O

CLEETWOOD TICKET/RETAIL SALES FACILITY Authorized List of Sale Items

BOAT SCENES

- panoramic postcards
- postcards
- tote bag
- Crater Lake Volcano Cruises patch
- Youth and adult size t-shirts
- Sweatshirts
- Crater Lake Volcano Cruises mug
- Crater Lake Volcano Cruises pin
- Crater Lake Phantom Ship poster

GENERAL MERCHANDISE

- baseball and other hats
- visors
- single use cameras
- film
- maps
- binoculars
- narrated tape about Rim Drive
- sunscreen
- sunglasses
- chapstick/lip balm
- moist towelettes
- mosquito repellant
- selected books related to Crater Lake Rim Drive
- emergency blankets
- lightweight PVC poncho
- Dramamine
- Aspirin
- Ibuprofen

ASSORTED BACKPACKING EQUIPMENT

- fanny pack
- day pack
- ID holder
- one bottle belt pack
- two bottle belt pack
- large pouch

FOOD AND BEVERAGE

- trail mix
- pretzels
- chips
- candy bars
- gum
- mints
- jerky
- bottled water in two sizes (only if follow procedure to discard the sealer at time of purchase and post disclaimer that water does not come from Crater Lake)
- variety of juices
- cookies

Note: Some items may generate trash along trail. Approval of sales items is contingent upon prompt and thorough cleaning of trash from Cleetwood Trail.

APPENDIX P

CLEETWOOD COVE DOCK RETAIL SALES

GENERAL MERCHANDISE

- Baseball style hats, one or two styles
- Sunscreen

BEVERAGE

- Snapple
- Bottle water in one size (only if Concessioner employees follow the procedure to discard the sealer at the time of purchase and post a disclaimer that the water does not come from Crater Lake.

APPENDIX Q

APPENDIX R